



# Improving ELI Friday Afternoon Afterschool Activities via Service Engineering Models

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## Abstract

This project focuses on the improving process for ELI Friday Afternoon Afterschool Activities and improving the organizing of the afterschool activities better in the coming sessions. The main method for the team to collect data was from doing a survey about the feedbacks and attendance of the activities in last 2 to 4 months. After analysis the data, modeling the data by the service management methods, the Friday Afternoon Activities become the major problem and would be improved by this project.

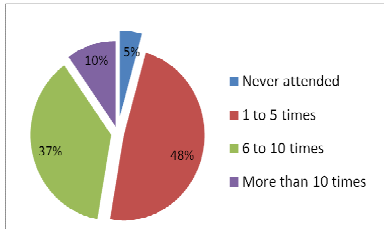


Figure 1: Total Attending of Activities

There are three main types of after-school activities held by ELI for the students namely Friday Afternoon activities, Potluck dinners, and trips. In this project, there was a survey for ELI after-school activities handed out to the students in the classes from Level 4 to Level 6, in order to get the feedbacks from the students for the organizing of the activities. There were 108 survey papers handed out and 91 survey papers returned. 93.60% of audience have the experiences on joining in ELI activities (Figure 1). On the other hand, the survey also shows that 25.27% of the students (Figure 2) have never attended to "Friday Afternoon Activities". Thus, the study particularly focuses on these events' improvement.



Figure 2: Histogram of the percentage of the attendances to Friday Afternoon Activities

As the survey went deeply, the attendances for the Friday afternoon activities for the last 2 months would be as Table 1. The data shows that the attendance of the Friday Afternoon Activities in the last two months was in a low amount, and the average percentage of attending the activity was only 26.69% for an activity that held every week. By using the data from the Table 1, the run chart of the amount of taking part in the activities with a linear trendline could be created as the Figure 4.

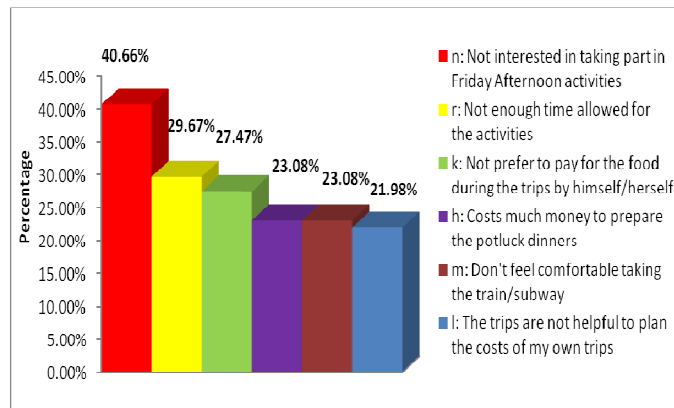


Figure 3: Pareto Chart for the percentage of selections

Table 1: Event participation rates

Activity	Number of Students Enrolled	Percentage
1	19	20.88%
2	27	29.67%
3	24	26.37%
4	18	19.78%
5	24	26.37%
6	31	34.07%
7	27	29.67%
Average	24.29	26.69%

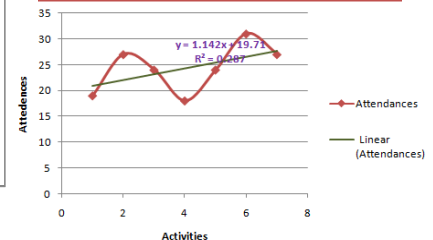


Figure 4: Run chart of attendances in last 2 months

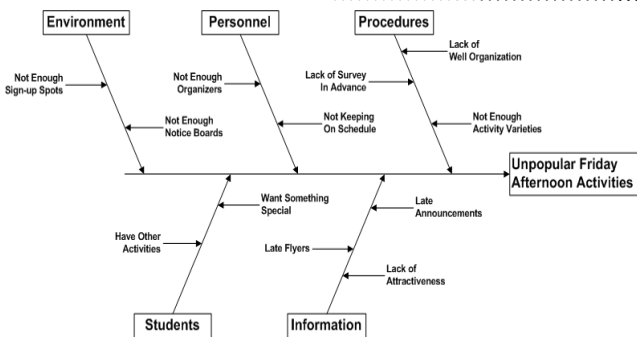


Figure 5: Cause-and-Effect Diagram

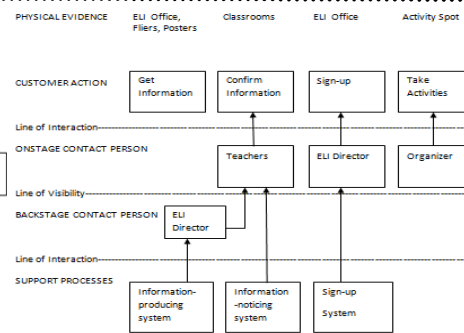


Figure 5: Service Blueprint

As collected the comments from the students by the survey [1], the main points for the problem of Friday afternoon attendance could be summarized in the Cause-and-Effect Diagram for the low attendance of Friday Afternoon Activities. The diagram shows every possible reasons for the unpopular Friday afternoon activities. The major reasons would be the late coming flyers and announcements, not enough information, and not enough sign-up spaces. In order to raise the popularity of these events and enhance the satisfaction rate of the students, feedbacks should be taken and new advancement models should be created. After implementing the new model, the development should be tracked [2].

## Results

The flyers and announcements were coming too late that the students would hardly make their times to meet the activities. Lack of additional information about the activities which would make the students feels confused about the activities [3]. There were not enough sign-up spaces for the students, which made some students couldn't sign up for the activities. The teachers and organizers didn't pay enough attention to the Friday activities, which would lead the activities becoming disorganized sometimes. Friday afternoons were not as a good timing for the after school activities that most of the students, even the teachers may have already begin with their own weekends' schedules.

## Conclusions & Solutions

The planning and informing for the Friday activities should come earlier than usual, as on Mondays. The organizer should provide more additional information of the activities. Add more sign-up spaces for the students who want to take part in the activities. If the organizers want to make the activities be organized well, they need to pay as much attention as they paid to other activities. Maybe the day for the activities could change into another day of the week. Wednesdays might be a better choice for the activities. There were also great ideas :E-Signup system; Email alarm for activity information; Some small sports games for the Friday Activities.

## References:

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- [3] Mintrop, H., & Trujillo, T. (2007). The Practical Relevance of Accountability Systems for School Improvement: A Descriptive Analysis of California Schools. Educational Evaluation and Policy Analysis, 29(4), 319-352.